



SELLER INSTRUCTION MANUAL

Submit once. Track clearly. Follow up faster.

A practical guide for submitting structured logistics requests and checking progress without repeated messages.

01 Submit Structured request	02 Track Reference + email	03 Resolve Visible status updates
---	---	--

LIVE WORKSPACE

Secure HTTPS form, request tracking and Operations workflow hosted on Netlify.

1. Why use the common request form

The form gives every request a consistent record, reference number and accountable status. It reduces missing information and makes follow-up easier for both sellers and STOGO Operations.

1

One verified source

Order details, instructions and requester contact information stay together.

2

Clear ownership

Operations can assign an owner and publish a visible update.

3

Traceable progress

The same reference remains available from submission until closure.

4

Fewer follow-ups

Check the tracker before sending a separate email or message.

IMPORTANT

Use a working email address. The same email is required when tracking the request.

2. Submit a request

Open requests.stogo-logistics.com/form.html and complete the form using accurate order information.

1

Select the seller
Choose the correct seller profile from the list.

2

Choose request type and priority
Select the action required and the appropriate service priority.

3

Enter order information
Provide order ID, sales channel, customer information and AWB when available.

4

Write clear instructions
State exactly what should happen and why. Add item details when requested.

5

Enter requester details
Use your name, email and mobile number, accept the rules, then submit.

6

Save the reference
Copy the generated reference shown after a successful submission.

Example using dummy data

Reference	STG-260727-1045-X7K
Seller	Demo Seller
Request type	Cancel order
Order ID	DEMO-45821
Priority	Normal
Status	In Progress
Public update	Request is under Operations review.

3. Track your request

Open requests.stogo-logistics.com/track.html. Enter the reference and the exact requester email used on the form.

1

Open
STOGO received the request and it is waiting for review.

2

In Progress
An Operations owner is actively handling the request.

3

Awaiting Information
More details are required from the requester.

4

Closed
The requested action has been completed or finalized.

5

Rejected
The request cannot be completed; read the public note for the reason.

PRIVACY

Tracking shows seller-facing updates only. Internal Operations notes are never displayed.

4. Good submission checklist

1

Use one request per action
Do not combine unrelated order changes in one submission.

2

Check IDs carefully
Confirm order ID, AWB and SKU before submitting.

3

Write actionable instructions
Avoid vague wording such as 'please check'. State the required outcome.

4

Do not duplicate
Track the existing reference before submitting the same request again.

5

Escalate responsibly
Use the form priority rules; urgent labels should reflect a genuine operational deadline.

SUPPORT

If the form cannot be submitted, contact STOGO Operations and include all required fields plus a screenshot of the error.